GOVERNMENT OF INDIA
COMMERCE AND INDUSTRY
LOK SABHA

UNSTARRED QUESTION NO:3224
ANSWERED ON:08.12.2000
COMPLAINTS REGARDING QUALITY OF GOODS EXPORTED
BHAWANA GAWALI (PATIL)

Will the Minister of COMMERCE AND INDUSTRY be pleased to state:

(a) whether the Government are receiving any complaints from abroad regarding the quality of goods being exported from India.

(b) if so, the details and nature of complaints thereof indicating the names of countries from which complaints have been received during the last two years.

(c) whether keeping in view the complaints from abroad the Government have felt the necessity to export high value products from India in order to increase the country`s market share in World Trade.

(d) if so, whether any specific scheme has been formulated by the Government in this regard; and

(e) if so, the details thereof?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF COMMERCE AND INDUSTRY (SHRI OMAR ABDULLAH)

(a) : Yes, Sir. There are occasional complaints.

(b) : A statement showing the number of complaints regarding export of allegedly sub-standard goods to various countries is enclosed at Annexure.

(c) to (e) : As a general policy, the Government aims to encourage manufacturers and exporters to attain internationally accepted standards of quality for their products and provides necessary support and assistance to the trade and industry for the promotion of concept of total quality management. Further, with the objective of promoting exports of branded products, the exports of such products under the Duty Entitlement Pass Book Scheme have been exempted from the imposition of any value cap.

LIST OF COUNTRIES FROM WHERE COMPLAINTS REGARDING EXPORT OF SUB-STANDARD GOODS HAVE RECEIVED DURING 1998-99 & 1999-2000

S.No.	Name of country	During 1998-99	During 1999-2000	Total
1.	Germany	3	3	6
2.	Turkey	2	1	3
3.	Bahrain	7	6	1
4.	New Zealand	3		3
5.	Australia	4	7	11
6.	Kuwait	6		6
7	Alexendria	1		1
8.	Oman	7	3	10
9.	Egypt	3	1	4
10.	Pusan	1		1
11.	U.S.A.	5	2	7
12.	Jeddah	1	1	2
13.	Israel	4	1	5
14.	Saudi Arabia	2	2	4

15. South Africa 3 2 5
16. Zurich 1 1
17. Nepal 2 2
18. Panama City 1 1
19. Abu Dhabi 1 1
20. Zimbabwe 1 1 2
21. U.K. 3 8 11
22. Tunis 1 1
23. Hungary 1 1
24. U.A.E. 3 2 5
25. Iraq 3 2 5
26. Italy 2 2
27. Beirut 1 1
28. Switzerland 1 1
29. Huntington Beach 1 1
30. Jordan 3 2 5
31. Ukraine 1 1
32. Uganda 1 1
33. Lagos 1 1
34. Ghana 1 2 3
35. Madrid 3 3
36. China 1 1
37. Mauritius 1 1
38. Denmark 2 2
39. Canada 2 1 3
40. Tanzania 1 1 2
41. Colombia 1 1
42. Taiwan 1 1
43. Korea 4 4
44. Norway 1 1
45. Mombassa 1 1
46. Holland 1 1
47. Japan 1 1
48. Bhutan 1 1
49. Kenya 9 9
50. Zambia 1 1
51. Spain 1 1
52. Sri Lanka 4 4
53. Brazil 1 1
54. France 3 3
55. Czech Republic 1 1
56. Bangladesh 3 3
57. Madagascar 1 1
58. Georgia

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